TeamSTEPPS Continuing Education (CE) Activities
Course Coordinator Roles and Responsibilities

TeamSTEPPS is Enduring Content with Master Continuing Education Credit Approval

- TeamSTEPPS Train the Trainer, Train the Staff, and Train the Staff with Practice are all enduring activities eligible for continuing education (CE) credit

    – Enduring content includes those activities which follow a set agenda without deviation in timing or content
    – TeamSTEPPS Essentials is a one hour introductory activity not eligible for CE credit

- CE credit is granted for enduring content through an annual Master approval process with subsequent Individual approval for each course

    – Individual course approval is granted only after the submission of the agendas a minimum of THREE weeks and bios/disclosures for each course a minimum of TWO weeks before the start date

- Course Coordinators are those personnel in the field who help facilitate the CE process for individual course approval

DukeMedicine

TeamSTEPPS CE Processing Timeline

PHASE 1: MASTER APPLICATION SUBMITTED (COURSE OWNER)
7 Weeks Before Course Date

Only complete packages will be reviewed. Incomplete packages will be kicked back for missing information and 7 week process starts over.

Complete application packet MUST include the following:
- Application
- ...
- Completed, signed, and dated Bios/Disclosures for ALL staff involved in content development in ANY way. This includes but is not limited to: Course ... (if applicable), all faculty/speakers, planning committee members, ... (anyone involved with creating course content)
- ...
- Completed evaluation/survey
- ...
- Budget
- ...

No mention of continuing education credit until final approval is received

PHASE 2: DUKE OFFICE OF CME REVIEWS APPLICATION (COURSE OWNER)
5 Week Process

Review of application to ensure ... activity with learning objectives, course content

Review of needs assessment data to verify the need of the activity

Review of Bio/Disclosure forms ... is free of commercial bias

Review of budget for fiscal oversight

Amount of educational hours for credit verified

Only if all application requirements have been met, will the Duke Office of CME ... letter and credit hours for master course

PHASE 3: INDIVIDUAL COURSE APPROVAL (COURSE COORDINATOR)
2-3 Weeks Before Course Date

3 WEEKS BEFORE COURSE DATE
Course coordinator contacts the Patient Safety Program CE Team at pspcourses@bah.com to:
1) Submit agenda with date, location, content timing, and named speakers for each course
2) Request course website be built

2 WEEKS BEFORE COURSE DATE
1) Bios/disclosures for all speakers for each course must be submitted
2) Course registration website is opened for registration
3) All students register through the ORC

IF THESE STEPS ARE NOT MET, CE'S WILL NOT BE AVAILABLE FOR STUDENTS

PHASE 4: MANDATORY COURSE ACTIONS (COURSE COORDINATOR)
On-site and post-activity

1) Course coordinator prints sign-in sheet from ORC, takes attendance each day on-site and validates date and time attendance taken

2) 48 hours after course closes, course coordinator validates attendance in ORC

3) 10 days after course closes, all attendees must complete and submit a post course evaluation in ORC

4) 30 days after course closes, CEs are issued to eligible attendees

As the TeamSTEPPS Course Coordinator, your help is needed to meet the mandatory requirements and timeframes outlined in Phases 3 and 4 of the overall TeamSTEPPS CE Process

PHASE 3: INDIVIDUAL COURSE APPROVAL
2-3 Weeks Before Course Date

INSTRUCTIONS	TIPS & BEST PRACTICES TO ENSURE CE ELIGIBILITY
Step 1: *Three weeks prior* to course start date, request course website from Patient Safety Program CE Team at pspcourses@bah.com	❑ Please send all communications and requests to the Patient Safety Team at pspcourses@bah.com ❑ Contacting DOCME directly will delay your submission/response/assistance
Step 2: *Three weeks prior* to course start date, submit agenda with date, location, content timing, and named speakers for each course to the Patient Safety Program CE Team at pspcourses@bah.com	❑ Ensure the agenda does not differ from the Master approved TeamSTEPPS content, if it does not match the course becomes ineligible for CE credit. Your Service Rep will provide the agenda to you. ❑ Please plan ahead – if the agenda is not received THREE weeks prior to the course start date, the course becomes ineligible for CE credit
Step 3: *Two weeks prior* to course start date, all bios/disclosures for all speakers for each course must be submitted *Note: Bios/disclosures are meant to ensure there is no commercial bias in the activity*	❑ A fillable PDF bio/disclosure form will be emailed to all speakers based on the agenda information you submit in step 2 above – it goes directly to DOCME ❑ All bios/disclosures must be received TWO weeks prior to start date to be eligible for CEs ❑ Bios/disclosures must be submitted for ALL speakers and are good for one year – please note that the use of expired bios will delay the process and risk CE eligibility ❑ Please submit bio/disclosures for any tentative speakers, having them on file will help expedite approval
Step 3: Patient Safety Program CE Team opens course registration website	❑ Website will not be opened if all bios/disclosure are not submitted ❑ Please note that promotional materials cannot mention CE credits until the agenda and all bios/disclosures have been received
Step 4: All students must register through the ORC	❑ The CE Team will provide the proper link to the Course Coordinator once the registration website has been built

PHASE 4: MANDATORY COURSE ACTIONS
On-site and post-activity

INSTRUCTIONS	TIPS & BEST PRACTICES TO ENSURE CE ELIGIBILITY
Step 1: _Daily_ Course Coordinator validates attendance every day	❑ Print on-site attendance sheets from ORC and verify students name, email, service, type of CE certificate requested ❑ Communicate any changes from the sign-in sheet to the Patient Safety Program CE Team at pspcourses@bah.com immediately to ensure accuracy ❑ Attendance must be taken every day of course and validated with date and time on the sign-in sheet ❑ Students must attend all content contact hours – those who arrive late or depart early become ineligible for CE credit
Step 2: _48 hours_ after course closes, course coordinator validates attendance in ORC	❑ Attendance must be validated in the ORC within 48 hours of course completion using the data from the sign-in sheets - failure to do so will prevent attendees from obtaining their CE credit
Step 3: _10 days_ after course closes, all attendees must complete and submit a post course evaluation in ORC	❑ Mandatory post activity evaluations must be completed and submitted within 10 days of course completion - failure to do so will prevent attendees from obtaining their CE credit ❑ Duke will audit attendance, agenda, bios/disclosures, and evaluation submission for compliance
Step 4: _30 days_ after course closes, CEs are issued to eligible attendees	❑ If all accreditation requirements above are met, CE certificates will be issued within 30 days

Primary Risks to CE Eligibility

Avoid these "misses" to ensure your course's eligibility!

Missed Deadlines: The main risk to CE eligibility for your course is not submitting required documentation in a timely manner. Please be mindful of the timelines for agendas (minimum of THREE weeks prior to course start date), bio/disclosures (minimum of TWO weeks prior to course start date), attendance validation (48 hours after course closes), and attendee evaluation (10 days after course closes).
Note: Not following the mandatory timing and requirements puts Master TeamSTEPPS CE accreditation as a whole at risk

Missing Documentation: The CE approval process follows rigorous protocols. To ensure accreditation compliance, ALL of the following documentation must be provided to ensure CE eligibility: agendas, bios/disclosures, attendance, evaluation submission, and the dates these items are submitted.
Note: Our accreditation partner Duke University Office of Continuing Medical Education (DOCME) conducts regular audits of these requirements to ensure CE compliance. Not following the mandatory timing and requirements puts Master TeamSTEPPS CE accreditation as a whole at risk.

Misdirected Communications: Please avoid contacting DOCME directly – this will delay your submission/response/ assistance. The Patient Safety Program CE Team is happy to assist with any and all questions related to the CE process. You may contact us directly at pspcourses@bah.com.

Questions?

Contact the Patient Safety Program CE Team at

pspcourses@bah.com